

RESORT HOTEL

DIRECTORY OF SERVICES

 **Genting Highlands Resort Malaysia**
Your world of excitement



MAIN TELEPHONE EXTENSIONS

Assistant Manager	73
Clinic	7733
Emergency or Fire	0
Executive Health Centre	7787
Guest Services Counter	73
Housekeeping	2
Laundry	2
Lobby Shop	7791
Malayan Banking Berhad	7763
Mail, Telex, Fax, Paging Services	73
Messages	73
(When the message light on your telephone illuminates, please contact Guests Services Counter by touching 73)	
Porter Service	75
Resort Cafe	7748
Reception/Information	1/73
Safe Deposit Box	1
Souvenir Shop	58380
Transportation Arrangement	73
Wake-up Call	0
Room to Room Dialing	Dial 8 followed by the room number

Hotel Services & Information

FRONT OFFICE SERVICES

DUTY MANAGER

On duty 24 hours daily at the Front Desk. The Duty Manager will be pleased to attend to any of your queries.

Touch 73

SAFE DEPOSIT BOXES

Safe deposit boxes are available at the Front Desk on request.

CHECK-IN/CHECK-OUT TIME

Our check-in time is after 1500 hrs and check-out time is 1200 hrs. A half day rate shall be charged for check-out after the time allowed.

CREDIT CARD

We accept all major credit cards. Personal cheques are not acceptable.

DIAL OUT FACILITIES

Please have your credit card imprint with the Front Office to access dial out facilities. Also available are public telephones on all hotel floors for your convenience. Telephone cards are available at our Guest Services Counter.

ROOM & FLIGHT RESERVATIONS

Kindly contact Guest Services Counter for reservations.

Touch 73

HOUSEKEEPING SERVICES

SOUVENIRS

Items provided in your room may be purchased as souvenirs from the Housekeeping Department. The price list is placed at the shelf near the closet.

Touch 2

HAIR DRYERS

Available on loan with a minimal refundable deposit from 0700 to 2300 hrs.

Touch 2

IRONS AND IRONING BOARDS

Available on loan with a minimal refundable deposit from 0700 to 2300 hrs.

Touch 2

PRAYER MATS (For Muslims Only)

Available on request from 0700 to 2300 hrs.

Touch 2

LOST & FOUND

Contact Housekeeping Department or Duty Manager immediately if any of your belongings are missing.

Touch 2/73

MAINTENANCE & REPAIRS

You may call Housekeeping Department for any malfunction in your room from 0700 to 2300 hrs. Kindly contact Reception at **Ext 1** after 2300 hrs.

Touch 2

PRIVACY

Please hang the "DO NOT DISTURB" sign on your door-knob if you do not wish to be disturbed.



ADDITIONAL REQUIREMENTS

The Housekeeping Department handles requests for additional pillows, blankets, baby cots, etc. Kindly contact Reception at **Ext 1** after 2300 hrs.

Touch 2

LAUNDRY SERVICE

For laundry service, kindly contact the Housekeeping Department.

Touch 2

FIRE, SAFETY AND EMERGENCY

FIRE SAFETY

Genting Highlands Resort has an advanced fire and safety system. The computerised system includes heat and smoke detectors and an extensive sprinkler system. In case of any fire, please **Dial 0** for evacuation instructions.

GUEST ROOM KEY CARD

Your room key card is programmed especially for you upon arrival. Your key card does not indicate your room number. Please carry it with you until departure. If you misplace your key card please contact the Receptionist.

COOKING

Please be advised that cooking is strictly not allowed in the room in compliance with FIRE REGULATIONS.



Food & Beverage

RESORT CAFE (First Floor, Resort Hotel)

Serves a delightful selection of local and western cuisine with mouth-watering desserts. Our buffet offers a wide choice of "all-you-can-eat" salads and local delicacies.

Opens	:	Buffet Breakfast	:	0600 to 1030 hrs
		Buffet Lunch	:	1200 to 1430 hrs
		Buffet Dinner	:	1800 to 2130 hrs
		A'la Carte	:	1030 to 2130 hrs

Touch 7748

BANQUET (Lobby Floor, Resort Hotel)

Details can be obtained from the Banqueting Office.

Touch 58353/58359

COFFEE TERRACE (Lobby Floor, Genting Hotel)

The Coffee Terrace is the place for quick snacks and meals with choice of local and western cuisine.

Opens : 24 hrs daily

Touch 7701

CHIKUYO GENTING (Lobby Floor, Genting Hotel)

Chikuyo-Genting, a branch of Chikuyo-tei Kuala Lumpur, serves traditional Japanese cuisine.

Opens : 1130 to 2130 hrs daily

Karaoke : 2230 to 0200 hrs daily

Touch 7760

KAMPONG RESTORAN (Lobby Floor, Genting Hotel)

Serves all-time favourite Malaysian specialities.

Opens	:	Breakfast	:	0700 to 1030 hrs
		Lunch	:	1200 to 1445 hrs
		Dinner	:	1800 to 2130 hrs

Touch 7704



ULU KALI LOUNGE & LIBRARY BAR (Lobby Floor, Genting Hotel)

Cocktail Lounge with "live" entertainment nightly except Mondays.

Opens : 1600 to 2400 hrs (Mondays to Thursdays)

1600 to 0100 hrs (Friday, Saturdays & Eve of Public Holidays)

1100 to 2400 hrs (Sundays & Public Holidays)

Touch 7709

PIZZA & SNACK CAROUSEL (1st Floor, Genting Hotel)

Pizzas, Western and local fast food available.

Opens : 1000 to 2300 hrs daily

Touch 7712

KENTUCKY FRIED CHICKEN (1st Floor, Genting Hotel)

Opens : 1000 to 2300 hrs (Mondays to Fridays)

1000 to 2400 hrs (Saturdays, Sundays & Public Holidays)

Tel: 03-2111472

McDonalds (1st Floor, Genting Hotel)

Opens : 0900 to 2300 hrs (Sundays to Thursdays)

0900 to 2400 hrs (Fridays, Saturdays & eve of Public Holidays)

Touch 7758

FORTUNE CORNER (Casino Floor, Genting Hotel)

A bright and cheery place (inside the casino) for light meals and drinks.

Opens : 24 hrs daily

Touch 7710

BIG ROCK DISCO (Casino Floor, Genting Hotel)

Opens : 0900 to 0200 hrs daily

Light snacks available from 2100 to 0100 hrs daily

Touch 7707

GENTING THEATRE RESTAURANT (Casino Floor, Genting Hotel)

Serves a wide range of delicious and delectable Chinese cuisine to whet your appetite. It is also a venue for international dinner shows.

Opens : Hong Kong Dim Sum : 0700 to 1130 hrs

Lunch : 1200 to 1430 hrs

Dinner : 1800 to 2200 hrs

Touch 7700

SAILS GRILL (Casino Floor, Genting Hotel)

Serves exquisite Continental cuisine and an excellent range of wines.

Opens : Dinner : 1800 to 2230 hrs

Touch 7706

RESTORAN HIGHLANDS (Highlands Hotel)

Serves a choice of continental and oriental dishes.

Opens : 24 hrs daily

Touch 7740

Casino de Genting

CASINO (7th Floor, Resort Hotel)

Come and experience the excitement at Malaysia's only casino. Games available are Roulette, Baccarat, French Boule, Keno, Blackjack, Tai Sai (Chinese Game), Money Wheel and a wide range of Video, Slot and Keno Machines. Gaming guides can be obtained from our Casino Receptionists or Guest Services Counter.

Opens : 24 hrs daily

BATIK & SOUVENIR COUNTER

Buy or rent an original Malaysian Batik at the Batik Counter situated at the entrance to the Casino de Genting. Also on sale are souvenirs, t-shirts and batik ties.

INTERNATIONAL ROOM

For exclusive patrons only. For more information, kindly contact VIP Services.
Touch 3

DRESS CODE (For gentlemen only)

Long-sleeve batik shirt or long-sleeve shirt with tie or lounge suit or bush jacket.



Fun & Leisure

HEATED SWIMMING POOL (Lobby Floor, Genting Hotel)

This facility is exclusively for Genting Hotel guests only. Light snacks are also available.

Opens : 1100 to 1845 hrs daily

EXECUTIVE HEALTH CLUB (1st Floor, Genting Hotel)

Opens : 1200 to 2400 hrs (Mondays to Fridays)

1100 to 2400 hrs (Saturdays, Sundays & Public Holidays)

Touch 7787

GENTING BOWL (1st Floor, Genting Hotel)

Genting Bowl is a 16-lanes bowling alley. Shoes and bowling balls are available.

Opens : 0900 to 0100 hrs daily

Touch 58231

INDOOR THEME PARK (1st Floor, Genting Hotel)

The Genting Theme Park, first of its kind in this region, is Malaysia's answer to Disneyland, promising year long entertainment and fun for the whole family. Exciting thrills such as Motion Master, Virtual Reality Dungeons, Fascinating Malaysia Boat Ride, Around the World Train Ride and many more.

Opens : 0900 to 0100 hrs (Mondays to Thursdays)

0900 to 0200 hrs (Fridays, Weekends & Eve of Public Holidays)

INDOOR STADIUM

Complete with a squash court, badminton courts, basketball courts and ping-pong tables. For equipment charges and reservations, please contact the Guest Service Counter.

Touch 73

OUTDOOR THEME PARK (Weather permitting)

Located at the Lakeside Garden is a funland of exciting thrills such as the "Cyclone" Roller Coaster, Teacup, Merry-go-round, Row & paddle boats, Ferries Wheel, Minitrain, Vintage Cars, Mini jets, Astro-Fighters and Rocking Trains.

Opens : 1000 to 1800 hrs (Mondays to Fridays)

0700 to 1900 hrs (Saturdays, Sundays, Public and School Holidays).

Touch 58237



Outdoor Theme Park

GOLFING (Awana Golf & Country Club)

Only 12 minutes drive from the Genting Highlands Resort. It is rated as one of the most challenging 18-hole Golf courses in the country. For booking and enquiries please contact Ext 7617/53019

Opens : 0700 to 1900 hrs daily

JUNGLE TREKKING (Awana Golf & Country Club)

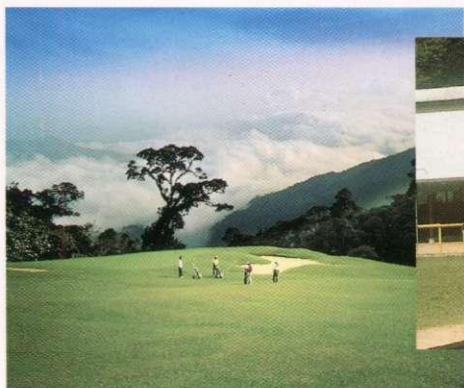
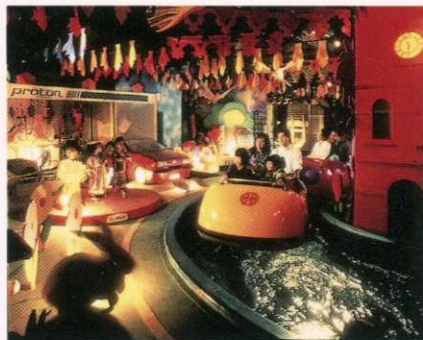
For further information, please contact Ext 7617.

HORSE RANCH (Awana Golf & Country Club)

For further information, please contact Ext 7617 or 2112026 (Direct Line).



Indoor Theme Park



Golfing (Awana Golf & Country Club)



Horse Ranch (Awana Golf & Country Club)

General Services & Transportation

GENTING CLINIC (1st Floor, Genting Hotel)

Consultation hours : 1000 to 1230 hrs
1500 to 1630 hrs
2030 to 2130 hrs

Touch 7733

POST OFFICE (Lobby Floor, Genting Hotel)

Opens : 0830 to 1230 hrs
1430 to 1700 hrs
Closed on Sundays and Public Holidays

Touch 7785

MALAYAN BANKING BHD (Lobby Floor, Genting Hotel)

Opens : 0930 to 1500 hrs on Weekdays
0930 to 1130 hrs on Saturdays
Closed on Sundays and Public Holidays

Touch 7763

BANK BUMIPUTRA (7th Floor, Resort Hotel)

Opens : 24 hrs daily

Tel: 2111481

SILVER FAME HAIR & BEAUTY SALOON (Lobby Floor, Resort Hotel)

Opens : 1000 to 2100 hrs daily

Touch 7792

CHILD CARE CENTRE

Located at the Indoor Theme Park. Provides child minding services complete with meals.

Touch 7708

CABLE CAR (1st Floor, Genting Hotel)

The cable car links Genting Hotel with the lower cable car station and is only 5-minute walk to the Awana Golf & Country Club. Service commences at 0830 hrs daily with an interval of about 15 minutes.

Opens : 1200 to 2030 hrs (Mondays)
0815 to 2030 hrs (Tuesdays to Saturdays)
0815 to 2100 hrs (Sundays & Public Holidays)
0815 to 2300 hrs (Public Holidays - Festival Season)

Fares (One Way) : \$3.00 Adult
\$2.00 Child (Between 3-11 years)

Touch 7751

EXPRESS BUS (1st Floor, Genting Hotel)

An hourly bus service between Genting Hotel and Kuala Lumpur. (Pudu Raya Bus Terminal) Service commences daily at 0800 hrs.

Fares (One way) : \$5.00 Adult
\$3.00 Child (Ages between 3-11)

Touch 7751

RESORT SHOPPING ARCADE (7th Floor, Resort Hotel)

Offers an affordable range of brand name amenities

Opens : 1000 to 2200 hrs daily

Touch 7791

RESORT GIFT SHOP (7th, Floor, Resort Hotel)

Offers a wide range of upmarket and exclusive souvenirs.

Opens : 1000 to 2200 hrs daily

Touch 58380

ESSO STATION (Lakeside)

Opens : 0800 to 2000 hrs daily

Touch 7752

COACH CHARTER SERVICES

The above services are available for special transfers up to Genting Highlands Resort. For enquiries, please contact the Transport Counter at Genting Hotel, **Ext 7750** or our Transport Reservation Centre.

Opens : 0800 to 2300 hrs daily

Tel: 03-7463943

INTER-HOTEL SHUTTLE BUS SERVICE

Free shuttle bus service to the lakeside, Highlands Hotel, Pelangi Hotel and Ria apartments at an hour interval from 0800 hrs daily (24 hours).

Shuttle Bus Service to Awana Golf & Country Club is available from 0800 hrs at two hours daily (24 hours) from Mondays to Fridays. On Saturdays and Sundays, the shuttle bus operates on an hourly interval.

However, from Fridays to Sundays and Public Holidays, the shuttle bus service to the Awana Golf & Country Club begins at 1000 hrs at a two hours interval.

LIMOUSINE SERVICE (Lobby Floor, Genting Hotel)

Operates between Kuala Lumpur, Petaling Jaya, Subang International Airport and the Resort.

Touch 7750

